

RFQ NO. 1587621 -- ATTACHMENT NO. 3
STEP 2 - TECHNICAL CAPABILITIES REQUIREMENTS &
TECHNICAL EVALUATION FACTORS
FOIA CASE MANAGEMENT SYSTEM AND SUPPORT SERVICES

The Government will make award to the responsible offeror whose quotation conforms to the requirements stated in the request for quotes, has no deficiencies, and is most advantageous to the Government, price and other factors considered. Selection of the offeror to perform this task order will be based on the Government's assessment of the best overall value. The Government shall consider all submissions for Step 2 Technical Evaluation Factors upon Government evaluation that the submission meets all Step 1 Technical Capabilities Requirements.

The Government's objective is to obtain the highest technical quality considered necessary to achieve the project objectives, with a reasonable price. Technical evaluation factors are significantly more important than price. In the event quotes are evaluated as technically equal in quality; then price will become a major consideration in selecting the successful offeror.

Prior to evaluation of each offeror's quotation, the Contracting Officer will review the quotations to ensure full compliance with the instructions provided in "Request for Quotations (RFQ) & Instructions to Offerors." Offerors will be removed from competition and be ineligible for award if they fail to comply with any of these rules.

The Government requires a contract to provide the public and EPA users with the next generation EPA FOIA case management software system (hereinafter referred to as "the system") to manage FOIA request submissions and to communicate with requesters; provide efficient workflows and request tracking; manage billing; provide effective document management; produce required and ad-hoc reporting; and provide communications tracking and management while delivering user-friendly access to requests and records.

The evaluation processes for Step 2 are described as follows:

STEP 2 - Technical Evaluation Factors:

The evaluation of technical submissions for Step 2 will be accomplished using an adjectival rating method for each technical evaluation factor, for which definitions are provided below:

Outstanding: Quotation meets requirements and indicates an exceptional approach and understanding of the requirements. Strengths far outweigh any weaknesses. Risk of unsuccessful performance is very low.

Good: Quotation meets requirements and indicates a thorough approach and understanding of the requirements. Quotation contains strengths which outweigh any weaknesses. Risk of unsuccessful performance is low.

Acceptable: Quotation meets requirements and indicates an adequate approach and understanding of the requirements. Strengths and weaknesses do not outweigh one another or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.

Marginal: Quotation does not clearly meet requirements and has not demonstrated an adequate approach and understanding of the requirements. The quotation has one or more

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weaknesses which are not outweighed by strengths. Risk of unsuccessful performance is high.

Unacceptable: Quotation does not meet requirements and contains one or more deficiencies. Quotation is unacceptable for purposes of requirement.

The Agency will evaluating four technical evaluation factors under Step 2. They are: 1) Technical & Management Approach; 2) Personnel Qualifications; 3) Organizational Experience; and 4) Recorded Demonstration. These four technical evaluation factors are listed in descending order of importance. All subfactors within a technical factor are considered of equal importance.

Technical & Management Approach:

The Agency will evaluate the degree to which the offeror has demonstrated:

- Understanding of the work shown through the offeror's responsive to functions listed in the Performance Work Statement (PWS) including the Government's requirements and preferences for the system, conformance with the EPA Cybersecurity Checklist, and identification of additional information, if any, expected from the Government.
- Ability to identify and address anticipated potential problem areas, and creativity and feasibility of solutions to problems and future integration of new processes and technology enhancements.
- Understanding of logistics, estimated schedule, and any other miscellaneous issues of which the government should be aware including an appropriate risk management plan and a migration/transition plan from the current service.
- An adequate communication plan between the Government and the provider(s) of the SaaS service, help desk support, training services, and transition services. If the prime offeror is not the provider of the SaaS service, and this service is instead provided by a sub-offeror by license or other agreement, demonstration of how the sub-offeror and the Government will communicate, technical direction will be given, and the Government will access the system when the Government does not have privity of contract with the subcontract.
- Current personnel and resources are allocated appropriately to support a project of this scope and the organizational controls and processes in place to ensure high quality outcomes within schedule, including an organization chart showing lines of authority, responsibility, and communication for management, supervisory, and technical personnel.

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Personnel Qualifications:

The Government will evaluate the degree to which the offeror has demonstrated:

- Key Personnel (Program Manager, Project Manager, and Technical Manager) experience with managing similar projects. Similar projects must convey likeness in complexity, scope, and duration.
- Non-key personnel experience with working on similar projects. Similar projects must convey likeness in complexity, scope, and duration.

Organizational Experience:

The Government will evaluate the degree to which the offeror has demonstrated:

- Experience with assuring performance of the PWS requirements and preferences, including supporting subcontract arrangements, consultants, and business partners.
- Corporate experience managing projects using Agile project management methods. A minimum of five (5) years corporate experience is required in this regard.

Recorded Demonstration:

The Government will evaluate the offeror's recorded demonstration to determine whether the system meets the PWS requirements and preferences in a user-friendly way, taking into account the usability factors listed below.

- The system shows information in ways understandable to users who are familiar with how FOIA processing operates and in the users' language.
- The system offers users control and lets them undo errors easily.
- The system is consistent across different views, so users are not confused over what different words, icons, etc. mean.
- The system prevents errors – a system should either avoid conditions where errors arise or warn users before they take risky actions (e.g., “Are you sure you want to do this?” messages).
- The system has visible information and instructions to let users recognize options and actions instead of forcing them to rely on memory.
- The system is flexible so experienced users find faster ways to attain goals.
- The system has no clutter, containing only relevant information for current tasks.
- The system provides plain-language help regarding errors and solutions.

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**EVALUATION OF ORGANIZATIONAL CONFLICT OF INTEREST
DISCLOSURE STATEMENT**

The disclosure statement described in the provision "EPA-L-09-102 Disclosure Requirements for Organizational Conflicts of Interest" will be evaluated as acceptable or not acceptable.

Notwithstanding the evaluation of an offer with respect to Step 2 - Technical Evaluation Factors or the evaluation of an offeror's price, an offeror who submits an Organizational Conflict of Interest Disclosure Statement that ultimately is unacceptable at time of award will not be eligible for task order award.

EVALUATION OF QUALITY MANAGEMENT PLAN

A Quality Management Plan as described in the provision "EPA-L-46-101 Instructions for the Preparation of a Quality Management Plan" will be evaluated as acceptable or not acceptable.

Notwithstanding the evaluation of an offer with respect to Step 2 - Technical Evaluation Factors or the evaluation of an offeror's price, an offeror who submits a Quality Management Plan that ultimately is unacceptable at time of award will not be eligible for task order award.